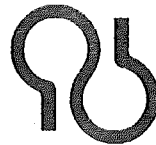


**Dementia-Friendly
Massachusetts and the
Massachusetts Alzheimer's Initiative**



**An estimated 10,000
Bostonians have
Alzheimer's disease**

Signs of Dementia/Alzheimer's

- Blank or confused facial expression
- Trouble finding words or putting together a complete sentence
- Inappropriate attire
- Difficulty with ambulation (poor balance, shuffling)
- Unaware of surroundings or personal safety

People with Dementia/Alzheimer's

- Are prone to hide or wander
- Are easily agitated
- May respond with resistance or anger if rushed, hurried, or pressured

COMMUNICATION TIPS & TECHNIQUES:

When Initiating Interaction:

- Approach from the front at eye-level
- Use a calm, low (volume) voice
- Make and maintain eye contact
- Identify yourself
- Use their name (if possible)

Don't:

- Don't try to reason or explain
- Don't deny expression of emotion (fear, anger, sorrow)
- Don't take their accusations personally
- Don't argue or correct them
- Don't use the word "no"

Do:

- Offer comfort, reassurance, & encouragement
- Use simple language and short sentences
- Connect and engage
- Pay attention to their emotions and non-verbal communication
- Give extra time for the person to process what you are saying and to respond
- Respond creatively rather than practically

COMMUNITY RESOURCES

Alzheimer's Association MA/NH Chapter

24/7 Helpline: 800.272.3900

Available 24 hours a day to help families and professionals with any questions related to Alzheimer's disease and related Dementias. Visit alz.org/MANH.

Boston ElderINFO

**617.292.6211
elderinfo.org**

**Commission on Affairs of the
Elderly-Boston Alzheimer's Initiative**

**Patricia McCormack
617.635.4366
patricia.mccormack@boston.gov**

**These organizations provide information
and Referrals for:**

**Advocacy
Adult Day Health
Alzheimer's Assisted Care Plans
Clinical Consults and Care Plans
Clinical Studies-Providing Free Healthcare
Education Programs
Elder Law & Legal Services
Family Support Programs
Home Care Services
Home Delivered Meals
Multilingual Services
Programs for Wandering
Online Resources
Options Counseling
Respite and Caregiver Support Programs
Specialized Community Health Care Plans**